

Maine Department of Health and Human Services
Office of Adult Mental Health
Quarterly Crisis Report

STATEWIDE

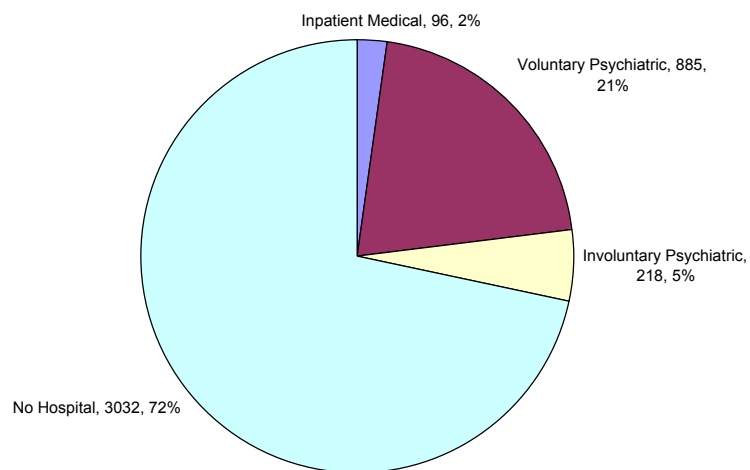
Fourth Quarter State Fiscal Year 2010

(April, May, June)

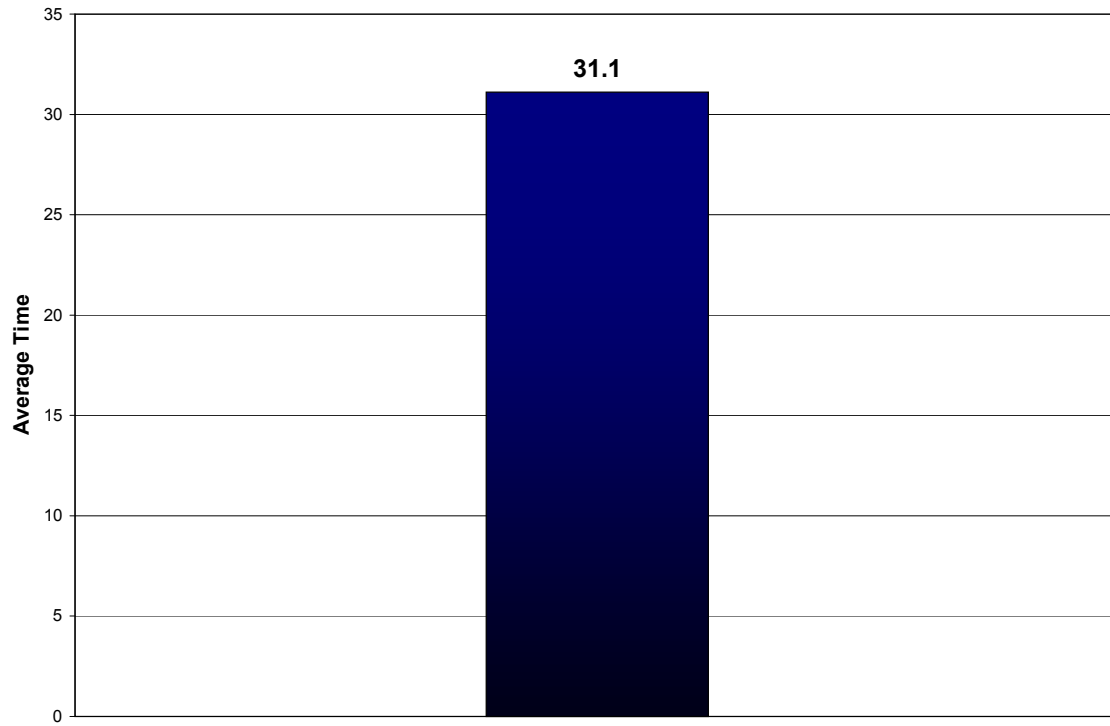
I. Consumer Demographics (Unduplicated Counts - Face to Face)									
Gender	Males	1940	Females	2021					
Age Range	18-21	420	22-35	1218	36-60	1948	61 & Older	365	
Payment Source	MaineCare	2305	Private	588	None	621	Other	418	
Guardianship Status	Public/DHHS Guardian			58	Private Guardian			89	
II. Summary of All Crisis Contacts									
a. Total number of telephone contacts.								33250	
b. Total number of all INITIAL face to face contacts.								4231	
c. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.								829	
III. Initial Crisis Contact Information									
a. Total number/percentage of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.								323	8%
b. Number/percentage of INITIAL face to face contacts who have a Community Support Worker (CI, ICI, ICM, ACT).								1072	25%
c. Number/percentage of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.								1002	93%
d. SUM TOTAL/Average time in minutes for all INITIAL face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact.								131612	31.1
e. Number/percentage of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.								2329	96%
f. Number/percentage of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact.								1776	99%
IV. Site of Initial Face to Face Contacts									
Number / percentage of face to face contacts seen in :									
a. Primary Residence (Home)								368	9%
b. Family/Relative/Other Residence								11	0%
c. Other Community Setting (Work, School, Police Dept., Public Place)								108	3%
d. SNF, Nursing Home, Boarding Home								25	1%
e. Residential Program (Congregate Community Residence, Apartment Program)								28	1%
f. Homeless Shelter								13	0%
g. Provider Office								103	2%
h. Crisis Office								856	20%
i. Emergency Department								2431	57%
j. Other Hospital Location								184	4%
k. Incarcerated (Local Jail, State Prison)								104	2%
NOTE: Sum of Crisis Resolutions must equal II.b. (Total no. of all INITIAL face-to-face contacts)						Sec. IV Total		4231	100%
V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)									
Number / percentage of face to face contacts that resulted in:									
a. Crisis stabilization with no referral for mental health/substance abuse follow-up								248	6%
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up								835	20%
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up								1221	29%
d. Admission to Crisis Stabilization Unit								648	15%
e. Inpatient Hospitalization-Medical								96	2%
f. Voluntary Psychiatric Hospitalization								885	21%
g. Involuntary Psychiatric Hospitalization								218	5%
h. Admission to Detox Unit								80	2%
NOTE: Sum of Crisis Resolutions must equal II.b. (Total no. of all INITIAL face-to-face contacts)						Sec. V Total		4231	100%
9/1/2010 prepared by R. Jerrold Melville, LMSW, MPA									

AMHI CONSENT DECREE REPORT		
IV.35	26%	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.
IV.36	31.1 Average Minutes	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.
IV. 37	97%	90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.
IV.38	93%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.

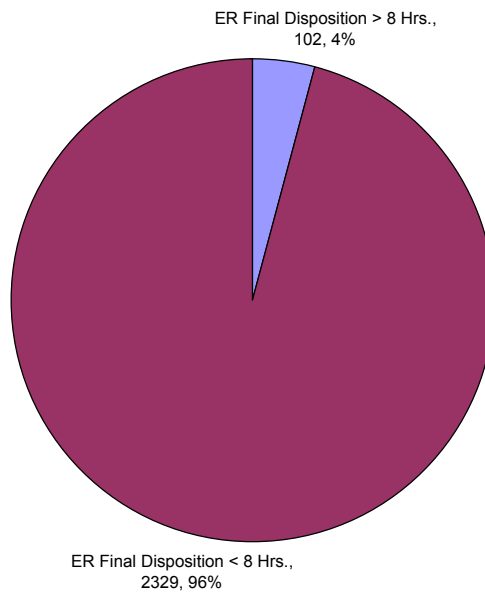
Initial Contacts Hospitalized



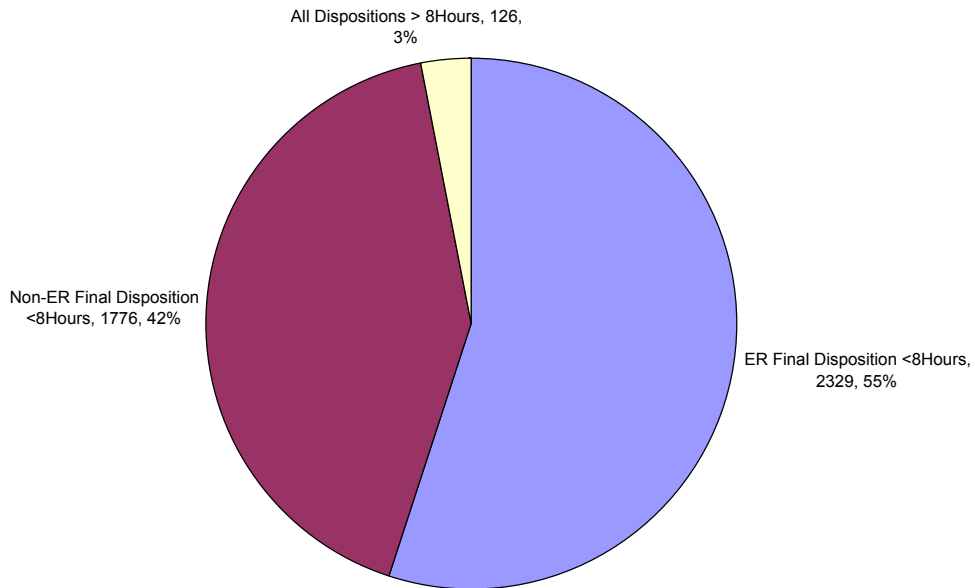
Average Time From Need Determination To Initial Face to Face Contact



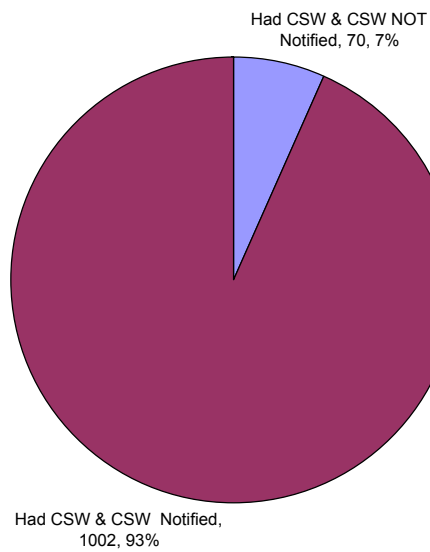
Emergency Room Disposition Within 8 Hours



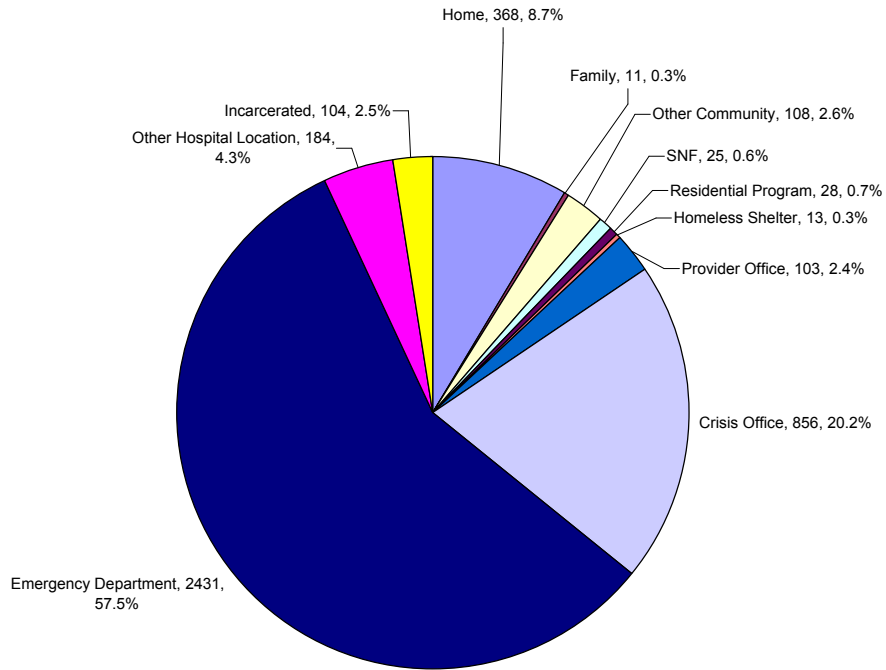
Dispositions Within 8 Hours By Site



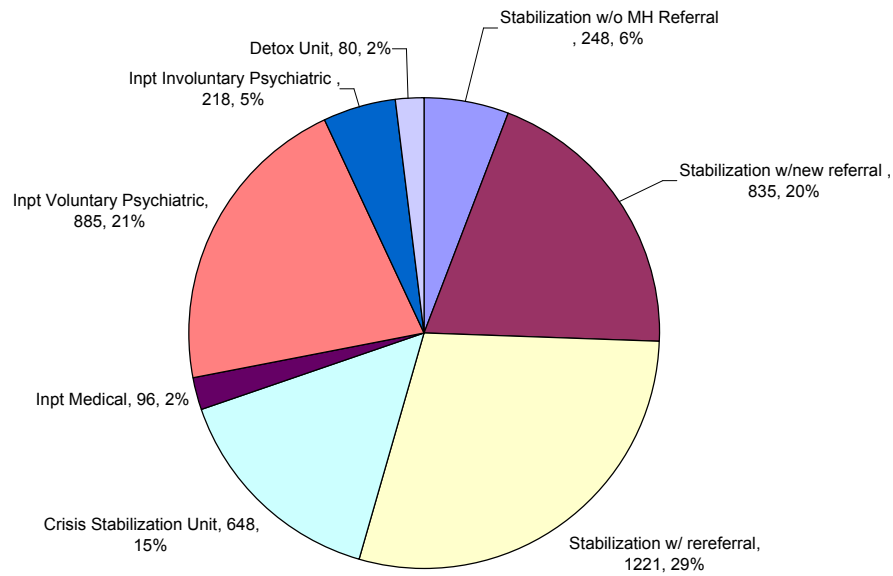
Initial Face to Face Contacts in Which the Client has a CI Worker & The Worker is Notified of the Crisis



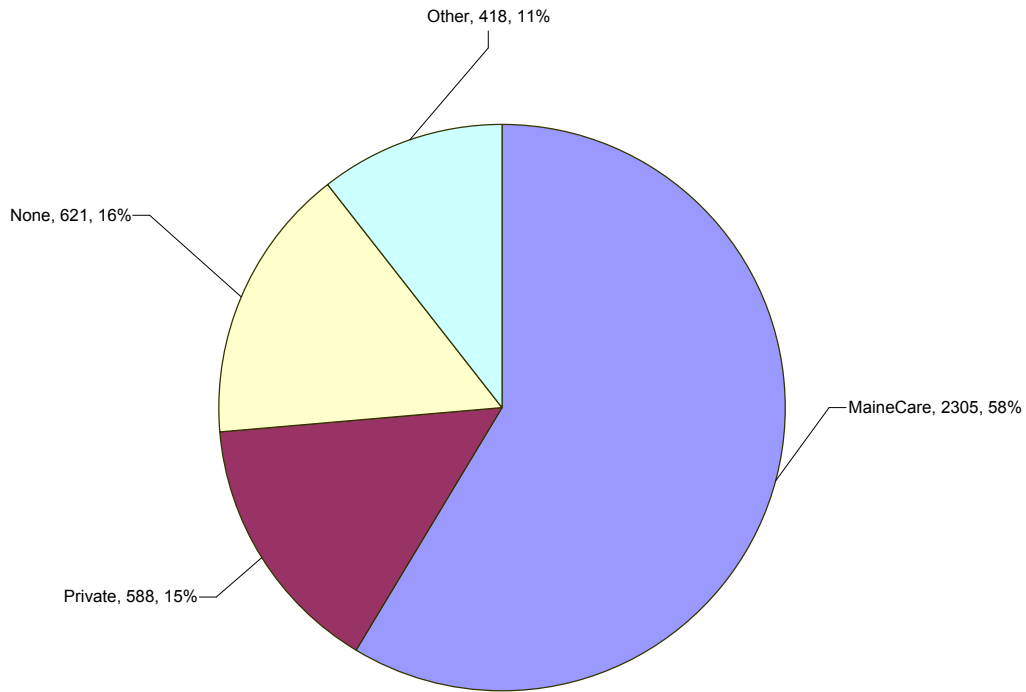
Site of Initial Face to Face Contact



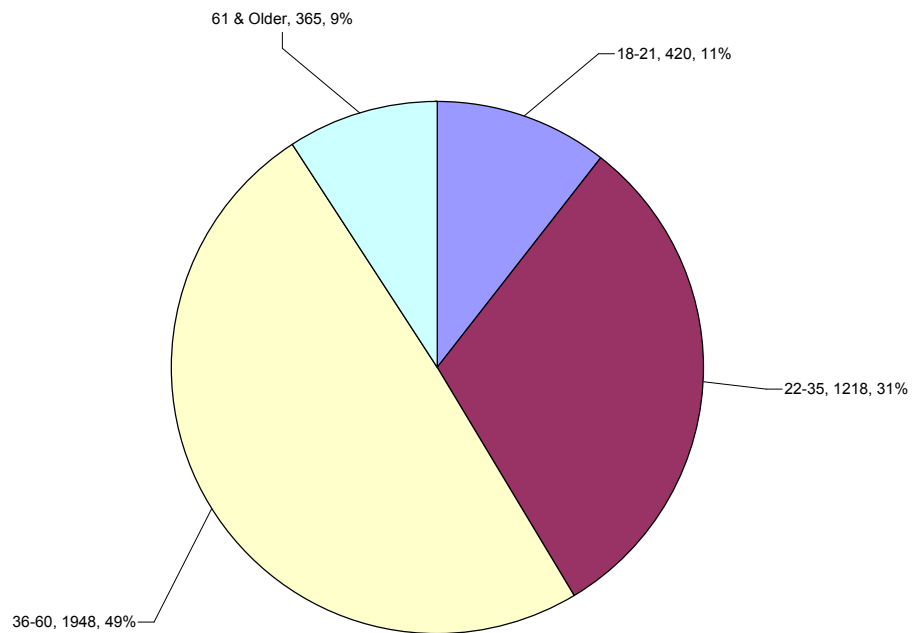
Initial Crisis Resolution



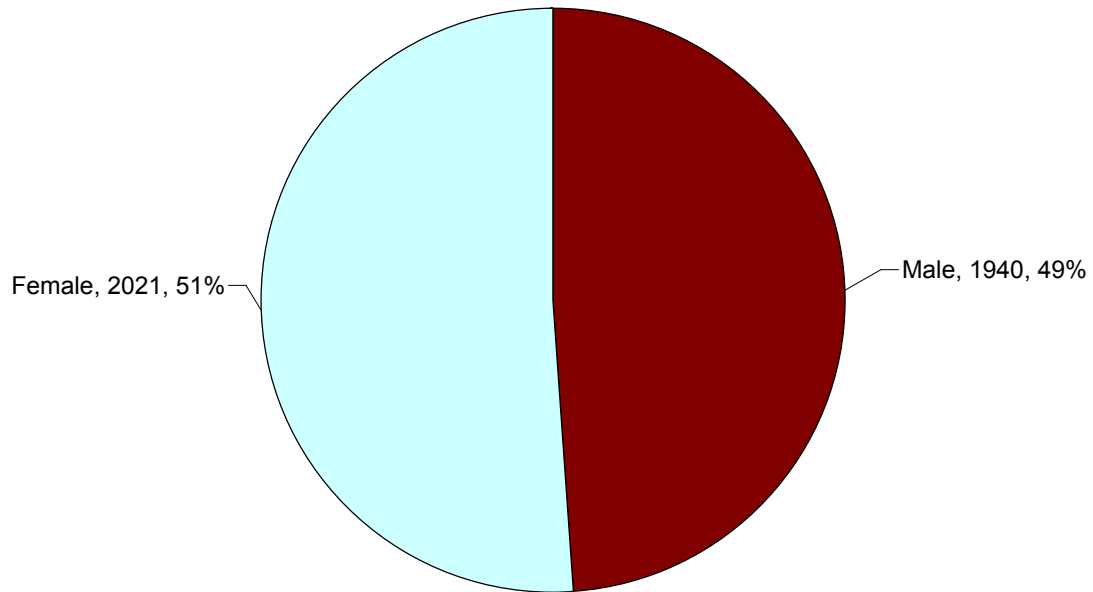
Percentage of Adults Served By Payment Source



Percentage of Adults Served By Age Cohort



Percentage of Adults Served By Gender



Face to Face Contacts Characteristics

